

# 2014 TLPA Limousine and Sedan Operator of the Year



**Dawson Rutter,**  
**Commonwealth Worldwide**  
**Chauffeured Transportation**

In 1982, Dawson Rutter bought an '82 Cadillac "Formal" Limousine with a clear vision: to provide a level of personalized service that would keep customers coming back again and again.

Demonstrating an attention to detail and providing a consistency of delivery to foster a sterling reputation in his community was something he had strived for as a taxicab driver during the 1970s.

Today, by virtue of those core tenets, Dawson's company, Commonwealth Worldwide Chauffeured Transportation, has

access to more than 25,000 luxury vehicles in 79 countries across the globe, with wholly owned fleets in New York and Boston. He credits Commonwealth's uncommon dedication to consistency and commitment as driving factors in its success.

"Our entire organization takes great pride in keeping our incident rate extremely low in all facets of our business. Out of every 1,000 rides we complete, there are less than five legitimate occurrences where we fail to deliver flawless service to our customers, from reservations all the way through accounting," Dawson says. "Of course, that's still around five too many for my liking."

Such professionalism and dedication were deciding factors when the Taxicab, Limousine & Paratransit Association named Dawson the 2014 Limousine and Sedan Operator of the Year.

In his decades of work in the industry, Dawson has witnessed significant evolution in transportation.

"The level of professionalism in our business has grown by leaps and bounds in the last three decades," Dawson observes. "Just the development in technology alone has made it possible for us to far exceed what we envisioned could be accomplished in this business."

"When you think about it, at any given moment—of any given day of the year—we are directly responsible for hundreds of passengers worldwide," he says. "It boggles the mind—we start a new ride somewhere in the world every 1.6 minutes! We've been able to develop mobile and desktop technology that allows our clients to instantly access any and all details of their trip, including real-time GPS tracking and one-touch communication with their chauffeur."

Born in Philadelphia, but growing up near New York City, Dawson learned entrepreneurial skills at the young age of eight, peddling greeting cards, magazines and plant seedlings from a little red cart. He later pursued college in Boston.

"You learn pretty fast that a quality education isn't cheap, even back then. I drove a cab for 10 years until

a friend of mine starting working for a limo company," he says.

Commonwealth has been selected "Best of Boston" five times and recently won the New York City "Concierge Choice" Award for Best Limousine Service. They now add 2014 TLPA Limousine and Sedan Operator of the Year to their accolades.

"We continuously look forward. New technology. New safety programs. New, constant investments in our people, fleet, procedures and systems," Dawson says. "We over-prepare. Our level of readiness is such that we are always able to handle 105% of our busiest day. We always want to keep our promises, so our clients can keep theirs."

Through it all, Commonwealth Worldwide is still a family business. Dawson's brother, Scott, has headed the local New York operation since its inception in 2004—a key market for enhancing the company's industry presence. "We've quickly become one of the largest chauffeured transportation companies in the City," says Dawson. "We've concentrated on financial road shows, luxury hotels, general aviation and entertainment, and all are keys to our success in New York."

The company even has a dedicated team of professionals who specialize solely in the intricacies of road shows, aviation and special events. And top performers across the company are well compensated.

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—Dawson Rutter

"We take good care of our people," Dawson says. "Our team members are amongst the highest earners in the business. That's why they stay here. Let's face it; there are many options these days for

drivers. We've had our share of employees think 'the grass is greener,' but nine out of ten usually come back when they find out it's not."

Commonwealth Worldwide also takes pride in helping the community. Each year, the company supports charitable causes such as the Wounded Warrior Project, Big Brothers Big Sisters, The Fisher House (providing housing for injured soldiers' families) and The Joey Fund for Cystic Fibrosis. Commonwealth is also a major benefactor of the Boston Symphony Orchestra.

An industry leader, Dawson also serves as the Northeast representative on the Board of Directors of the National Limousine Association, as Chairman of its PAC Fund, and serves on the Legislative Committee.

"We are honored to receive this prestigious award," Rutter says. "The role that the TLPA plays in our industry is vital to the continued success of us all."

In recognition of exceptional dedication to professionalism, customer service and safety, the Taxicab, Limousine & Paratransit Association is proud to honor Dawson Rutter, Commonwealth Worldwide Chauffeured Transportation as the **2014 TLPA Limousine and Sedan Operator of the Year.** ■